

[Terms and Conditions] Terms and Conditions For Domestic Arranged Tours (Departures on or after June 16, 2023 – For online sales)

(Explanatory document regarding travel terms and conditions in accordance with Article 12-4 of the Travel Agency Law)

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When the Company makes arrangements for a domestic arranged tour at the request of a customer, the Company will undertake the arrangements under the conditions described in this travel terms and conditions document. In addition, matters not described in this travel terms and conditions document will be subject to the Company's travel terms and conditions (arranged tour contract section) and the inquiry screen for the relevant product on the Odakyu Travel website (Odakyu travel reservation website) (hereinafter, the "Website").

1. Application Fee and Establishment of the Contract

After entering the required information on the Website, please submit the application along with the application fee (the full amount for the trip) as indicated on the Website. The travel contract is considered to be established when the reservation completion screen is displayed after the Company accepts the conclusion of the contract and receives the application fee (the full amount for the trip). However, the contract will be established even in the event that the customer is unable to view the reservation completion screen due to a malfunction of the customer's receiving terminal or other circumstances on the customer's side despite the Company having sent the data for the reservation completion screen. Therefore, if you are unable to view the reservation completion screen after submitting your reservation, please confirm by accessing "My Page" on the Website.

2. Application Terms and Conditions

(1) If you have health issues, use a wheelchair or other equipment, have a mental or physical disability, have food or animal allergies, are or might be pregnant, are traveling with an assistance dog for the physically disabled (guide dog, hearing dog, or service dog), or need other special cares, please inform us of any special needs at the time of application (please inform us immediately if you have any of these conditions after the travel contract has been established).

(2) When we receive requests prescribed in the preceding item, we will comply with such requests to the extent possible and reasonable. In such cases, we may inquire about the customer's situation and necessary measures or ask the customer to submit such information in writing.

(3) We reserve the right to refuse the application of a customer if the customer is found to be a member of an organized crime group, a person related to an organized crime group, or any other anti-social force, or if the customer makes violent or unreasonable demands or uses threatening language or violence toward the Company, or spreads rumors or uses false information or force to damage the Company's credibility or obstruct its business.

(4) Persons under 18 years of age must have the consent of a person with parental authority. In addition, persons under 15 years old as of the start of the tour must be accompanied by a parent or guardian. (5) The use of rooms, etc., reserved through or in connection with these arrangements for commercial purposes is strictly prohibited. If an act for profit or the preparation for such an act is discovered, the arranged tour contract may be canceled.

3. Payment of Travel Fees

(1) The travel fee is only handled as advance payment and cannot be paid on-site. The Company will accept applications for travel from cardholders (hereinafter referred to as "Members") of credit card companies with which the Company is affiliated on the condition that the Company is able to "receive payment of the travel fee, cancellation fee, etc. without the Member's signature" (hereinafter referred to as an "Online Settlement Contract"). In this event, payment by credit card is as follows.

(i) At the time of application, the membership number, card expiration date, etc., must be provided.

(ii) The "date of credit card use" refers to the date of payment or refund of the travel fee, etc. The date of use of the credit card for the travel fee shall be "the date when the Company notifies the customer of the details of the confirmed travel services." In addition, the date of use of the credit card for the cancellation fee shall be "the date of the request for cancellation of the contract (if the cancellation request is made after the date of use of the credit card for the travel fee, the refund shall be made with the day within seven days from the following day of the cancellation request as the date of use of the credit card)."

(iii) In the event that the Company has concluded an Online Settlement Contract with a customer and expenses, etc., to be borne by the customer arise due to the cancellation of

the contract at the discretion of or due to the responsibility of the customer, the Company will collect payment of the relevant expenses, etc. using the card of the partner company without the customer's signature on the prescribed slip.

(2) In the event that the rates for transportation, accommodation, sightseeing facilities, etc., have been revised, the Company may change the tour fee even after the conclusion of the contract.

4. Organization and Group Arrangements

A travel contract for which multiple customers traveling on the same itinerary at the same time (hereinafter referred to as "group members") have applied with a responsible representative designated shall be handled as follows.

(1) The Company shall deem that the representative designated by the customers (hereinafter referred to as the "person responsible for the contract") has the representative right of the group members for all matters concerning the conclusion of the travel contract and will conduct all transactions, etc. related to the relevant travel contract with the person responsible for the contract.

(2) The Company shall not be liable for any debt or obligation that the person responsible for the contract has incurred or may incur in the future.

(3) The person responsible for the contract is required to enter the names, dates of birth, etc., of the group members at the time of application. The person responsible for the contract shall obtain the consent of each of the group members for the provision of information to a third party in accordance with the provisions of Paragraph 7.

(4) If the person responsible for the contract does not accompany the organization/group, the Company will deem a member appointed in advance by the person responsible for the contract to be the person responsible for the contract after the commencement of the trip.

(5) If the Company receives a request from the person responsible for the contract to change the group members, the Company will comply with the request to the extent possible. Any increase or decrease in the cost of the trip resulting from a change in the group members shall be attributed to the members of the group.

5. The Company's Responsibilities, Compensation for Damages, and Disclaimer of Liability

(1) The Company's Responsibilities and Compensation for Damages

In the event that, in the performance of the tour contract, the Company or its agents intentionally or negligently cause damage to the customer, the Company will compensate for such damage. However, this will only apply if the claim is made within two years from the day following the occurrence of the damage. In the case of damage to baggage, the Company will pay compensation of up to 150,000 yen per customer (except in the case of willful misconduct or gross negligence on the part of the Company) if the Company is notified of such damage within 14 days from the day following the day on which the damage occurred.

(2) Disclaimer of Liability

The Company shall not be liable for compensation under the preceding paragraph if the customer suffers loss or damage due to any of the following reasons, for example.

- a. Damages caused by a natural disaster, war, riot, order of government authorities, fire, or suspension of the services provided by transportation, accommodation, tourist facilities, etc.
- b. Food poisoning
- c. Damage caused by the customer's own willful misconduct or negligence
- d. Damage caused by any other reason beyond the control of the Company or its agents

(3) Customer Responsibilities

- a. In the event that the Company suffers damages due to the willful misconduct or negligence of the customer, the Company shall be entitled to compensation for such damages from the customer.
- b. In the event that a customer violates these terms and conditions, uses the Website fraudulently or illegally, or the Company deems that the data entered by the customer is not true and accurate, the Company may cancel the relevant unfulfilled reservation without prior notice, and refuse the customer's use of the Website in the future. In addition, the Company shall not be obligated to disclose the reason for such cancellation.
- c. The customer shall be liable to compensate for any damages incurred to the Company (including money owed by the Company for the arrangement, etc.) due to the acts described in b. above.

6. Inapplicability of Special Compensation Regulations

The Special Compensation Regulations attached to the General Terms and Conditions of the Company's travel business shall not apply to this travel contract.

7. Handling of Personal Information

- (1) When accepting an application for a trip, the Company will obtain the prescribed items of the customer's personal information. The customer may select the items of personal

information to be provided to the Company at their own discretion. However, when all or part of the personal information is not provided, the Company may not be able to accept the customer's application or request if the Company is unable to contact the customer or take necessary procedures for arranging and receiving the travel services.

(2) Regarding the personal information provided at the time of application for the trip, the Company will use it for the purpose of communication with the customer, as well as to the extent necessary for the arrangement of the services provided by the transportation agencies, accommodation agencies, and tourism facilities and the procedures for receiving such services, and to the extent necessary for the Company's responsibilities under the tour contract and procedures of insurance to cover expenses incurred in the event of an accident, etc., and to the extent necessary for the convenience of customers shopping at souvenir stores at the destination, the Company will provide personal data such as the customer's name and contact information to the transportation agencies, accommodation agencies, tourism facilities, insurance companies, etc., by sending such data electronically in advance. The customer shall consent to the provision of such personal data at the time of application. In addition to the above, the Company may also use customers' personal information for the following: (1) to provide information on products, services, and campaigns of the Company and its affiliated companies; (2) to request opinions and feedback after participation in tours; (3) to request responses to surveys; (4) to provide special offers and services; (5) to prepare statistical data; (6) to respond to customer inquiries and consultations.

In addition, in order to achieve the above purposes, the Company may entrust the handling of customers' personal information to a subcontractor with whom we have concluded a contract for the appropriate management of personal information.

■Information on Accommodation Fees

In principle, service charges and consumption tax are included in the accommodation fee handled by the Company (service charges and consumption tax may not be charged in some cases). If other taxes (e.g., hot spring tax, local tax, accommodation tax) are required, please pay them separately to the local accommodation facilities.

■Information on Cancellation Fees

(1) Cancellation fees are based on the terms and conditions of each transportation agency, accommodation agency, and tourist facility and are indicated on the Website to explain the transaction conditions.

(2) A cancellation fee will be charged in the event of cancellation of the application.

(3) If the customer changes the content of the application for their own convenience, it will be considered as a cancellation of the entire trip, and the prescribed cancellation fee will be charged. (Even if only some of the participants in a group cancel, the applications of everyone on the reservation record will be canceled.)

* Handling on the day of accommodation or use will also be in accordance with the individual terms and conditions. In the event that the customer does not arrive by the time specified in the terms and conditions on the day of the stay or use of the hotel without contact (or if the estimated time of arrival has been clearly indicated in advance, by the time when the specified time as stipulated in the terms and conditions has passed after the estimated arrival time), the contract may be deemed to have been canceled by the customer and may be processed accordingly. In such cases, the cancellation fee shown on the Website will be charged as a no-show or non-participation without contact.

(4) The customer shall bear any cancellation fees to be paid to the transportation agencies, accommodation agencies, or tourist facilities in connection with the cancellation of the relevant unfulfilled reservation by the Company without prior notice for any of the reasons stated in 5. (3) b. above.

(Updated: May 15, 2023)

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